

# **The Customer Century**

Lessons from World-Class Companies in  
Integrated Marketing and Communications

Anders Gronstedt

# Customer Century Lessons From World Class Companies In Integrated Communications

**Kwang-Yong Shin**



## **Customer Century Lessons From World Class Companies In Integrated Communications:**

**The Customer Century** Anders Grönstedt, 2000 Based on in depth interviews with senior marketing managers from top companies such as Federal Express and Hewlett Packard Grönstedt advises businesses to thrive in the upcoming customer century by improving communications with key customers and across departments 10 line drawings The Customer Century, 2000

**The Future of Excellence in Public Relations and Communication Management** Elizabeth L. Toth, 2009-03-04 The Future of Excellence in Public Relations and Communication Management brings together a stellar collection of public relations scholars to address the question What will happen to continue the seminal theory building in public relations bolstered by the work of James E Grunig and Larissa A Grunig and the groundbreaking 1992 IABC Excellence Study examining best practices in the field This volume presents a challenge to future researchers encouraging consideration of other theoretical research problems that will lead to improving the management practice of public relations This collection advances scholarly and practitioner understanding of excellence in public relations and communication management and as such public relations and communications scholars in addition to practitioners and graduate students studying these areas will benefit immensely by reading the work in this volume

**Communication and Leadership in the 21st Century** Holger Sievert, Daniela Bell, 2010-07-30 For some people Public Relations used to be that former journalist type who deals with the media However the public perception of the profession has changed quite substantially Communication has become a genuine modern management function The integration of successful public relations is a crucial contribution to raising the level of professionalism in an organization Communication and Leadership in the 21st Century is a review of theoretical and empirical research papers on this subject intended for scholars students and professionals across these disciplines The volume focuses in particular on four distinct but interrelated areas of communication Integrated Market Corporate Communication Communication Management Media Organizational Communication Change and Leadership Communication Strategies With special emphasis on the German and European situation and two digressions to China the authors provide different perspectives on the cross cultural context of international communications and leadership The book's four subject areas also characterize the key subjects of an innovative Executive MBA program which has been developed in cooperation with the Technische Universität München The study program is part of the communicate Qualification Program an initiative of the Bertelsmann Stiftung the Heinz Nixdorf Stiftung and the Daimler Fund The aim of communicate is to unite communication and leadership in the workplace in training and in research

**Excellent Public Relations and Effective Organizations** James E. Grunig, David M. Dozier, 2003-01-30 This book is the final product of the excellence project a comprehensive research effort commissioned by the International Association of Business Communicators IABC Research Foundation Going well beyond any of the previously published reports on the Excellence study this book contains many new statistical analyses of the survey data and more

details from the case studies Discussing theory and data related to several ongoing discussions in the communication profession this book answers the following questions How can we show the value of public relations What is the value of relationships How do relationships affect reputation What does it mean to practice communication strategically How can we measure and evaluate the effects of public relations programs Should communication programs be integrated How does the new female majority in the profession affect communication Excellence This book as well as the research it reports is the product of symmetrical communication and collaboration As such it is intended for scholars applied researchers students and informed professionals who understand the value of research in developing a profession such as public relations Knowledge of quantitative and qualitative research methods will make it easier to understand the book however the results are interpreted in a way that makes the analyses understandable even to those with little or no knowledge of statistics and research methods

**Strategic Planning for Public Relations** Ronald D. Smith, 2007-07-10 First published in 2004 Routledge is an imprint of Taylor Francis an informa company *Strategic Planning for Public Relations, Third Edition* Ronald D. Smith, 2009-04-20 This innovative and popular text provides a clear pathway to understanding public relations campaigns and other types of strategic communication Implementing the pragmatic in depth approach of the previous editions author Ronald D Smith presents a step by step unfolding of the strategic campaign process used in public relations practice Drawing from his experience in professional practice and in the classroom Smith walks readers through the critical steps for the formative research strategic and tactical planning and plan evaluation phases of the process Offering clear explanations relevant examples and practical exercises this text identifies and discusses the decision points and options in the development of a communication program The cases and examples included here explore classic public relations situations as well as current timely events This third edition includes expanded discussions of ethics diversity and technology integrated throughout the text and has a new appendix addressing media training for clients As a classroom text or a resource for professional practice this volume provides a model that can be adapted to fit specific circumstances and used to improve effectiveness and creativity in communication planning It serves as an accessible and understandable guide to field tested procedures offering practical insights that apply to public relations campaigns and case studies coursework

**The Executor of Integrated Marketing Communications Strategy: Marcom Manager's Working Model** Kwang-Yong Shin, 2013-06-04 The book mainly addresses the following aspects First it systematically introduces the domestic and foreign research results pointing out the key elements of the basic theory of IMC according to a company's present situation and the practice of IMC strategy Second according to the different characteristics of each organization it provides various IMC organization structures such as linear structure Model I a virtual network and centralized type that focuses on individual interest external types of the IMC organizational structures Model etc and suggestions for further study are also presented

*Adweek*, 2000 Vols for 1981 include four special directory issues **Book Review Digest**, 2002 **Sloan**

**Management Review**, 1999      **Customers that Count** Tony Cram, 2001 A wonderfully fresh look at CRM Customers that Count starts with the theses that the nature of human relationship provides a model for creating business loyalty then reviews important rules of friendship that will help you to build customer relationships Filled with lots of valuable case histories this is an idea a minute read Frederick Newell author of The New Rules of Marketing Securing repeat business from good customers through long term loyal relationships is the key to generating profit However there are two key elements to this that most people ignore or misunderstand First the notion of good customers That means you have to concentrate on customers that count the ones who deliver profits Equally importantly it means that you should learn to sack bad customers the others who are destroying value Second the notion of loyal relationships A loyal relationship is one that lives and goes beyond the database If you want these customers loyalty you have to treat them like valued human beings not just numbers This book is more than just another book on CRM It goes beyond the concept of capturing customers into captivating them In a world where consumer choice has never been greater and where the cost of acquiring new customers is sometimes more than the value they bring in you can't afford to treat all customers the same the company that seems human will win As customer value replaces cost control as the guiding principle of management Tony Cram reveals how to manage the customers that count      **Information Anxiety 2** Richard Saul Wurman, Loring Leifer, David Sume, 2001 PLEASE PROVIDE COURSE INFORMATION PLEASE PROVIDE      *Academy of Management Journal* Academy of Management, 2000 Focus on management theory and practice      **Using Advertising and Promotion to Build Brands with Powerweb** Tom Duncan, 2001-09 This is an applied text with a strong brand message Most texts on the market teach functions but neglect integration and organization which should be the very foundation of Marketing This text answers the questions of when to use how to use and who should be involved in the interrelated functions of Marketing today This text also teaches the cost effectiveness of developing brand relationship managing the ongoing dialogue between buyer and seller and how to truly integrate the consumer into Business to business marketing vs Business to consumer marketing B2B and B2C      *Choice*, 2000      **Public Relations** Dennis L. Wilcox, 2005 Public Relations Strategies and Tactics Study Edition 7 e Dennis L Wilcox San Jose State University Glen T Cameron Missouri School of Journalism Phillip H Ault South Bend Tribune Warren K Agee University of Georgia Containing the same engaging and effective features that have made Public Relations Strategies and Tactics such a success the Study Edition offers an additional bonus perforated Practice Tests at no extra cost to students Because the answers to the practice tests are not included in the Study Edition instructors can use the tests as quizzes or as extra homework If instructors prefer to give students the option of checking their own results they can package the Study Edition with our Practice Test Solutions Manual for FREE Also included FREE with this option is our Tutor Center Access Card to provide students with extra study support from our qualified Tutor Center professionals by phone fax email and the Internet With either ordering option students get a valuable and effective study system not found in other books Using real

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